### **Alliance Consulting Corp**

#### GENERAL SERVICES ADMINISTRATION

**Federal Supply Service** 

**Authorized Federal Supply Schedule Price List** 

### CONSOLIDATED SCHEDULE CONTRACT

Effective October 1, 2015, this Consolidated Schedule will become a GSA Professional Services Schedule (PSS) with no changes to any terms and conditions found within this document.

SIN C874-1 / 874-1RC Integrated Consulting Services

SIN C874-4 / 874-4RC Training Services: Instructor Led Training, Web Based Training and Education Courses, Course Development and Test Administration.

SIN C874-6 / 874-4RC Acquisition Management Support

SIN C874-7 / 874RC Integrated Business Program Support Services

SIN C520-11 / 520RC Accounting

SIN C520-12 / 520RC Budgeting

SIN C520-13 / 520RC Complimentary Financial Management Services

Contract Number: GS-00F-202CA

**Base Contract Period of Performance** 

July 10, 2015 to July 9, 2020



#### ALLIANCE CONSULTING CORP

7529 Standish Place Suite 104 Rockville, MD 20855

**Contract Administration POC: Sam S. Bedi** 

Email: sbedi@alliancecorp.net Tel: 301-294-9290, Ext 22 Fax: 301-294-1950 www.alliancecorp.net

On-line access to contract ordering information, terms, and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!, a menu driven database system.

The website for GSA Advantage! Is http://www.gsaadvantage.gov





### TABLE OF CONTENTS

| <b>SECTION</b> |                               | <b>PAGE</b> |
|----------------|-------------------------------|-------------|
| I              | CORPORATE OVERVIEW            | 3           |
| II             | CUSTOMER INFORMATION          | 4           |
| III            | HOURLY LABOR & TRAINING RATES | 8           |
| IV             | LABOR CATEGORY DESCRIPTIONS   | 14          |





### **SECTION I - CORPORATE OVERVIEW**

AllianceCorp is a SBA certified small business and is incorporated under the laws of the State of Delaware, with its principal place of business in Rockville, MD.

AllianceCorp's Consolidated Schedule offers government agencies a streamlined way to procure a wide range of effective solutions to meet increasingly complex organizational challenges. Our Consolidated Schedule gives quick and easy access to AllianceCorp's experts with extensive experience in guiding and assisting clients through a wide range of management, oriented, business integrated services.

AllianceCorp is committed to consolidated service solutions that emphasize high quality, innovative services, solution solving, and pro-active customer service:

**Quality** - AllianceCorp is the consultant of choice for the full range of mission oriented business integrated projects in both the public and private sectors. We are recognized for the quality of our services across the government for business improvement initiatives and a majority of our clients engage us for additional work, offering further testament to our strong reputation and the value we provide to our customers.

**Experience** - AllianceCorp offers a rich consulting skill base and management commitment to apply its recognized capability to innovatively resolve program objectives. Our insights and understanding of requirements regularly translate into cost savings and performance efficiencies measurable in terms of reduced learning curves, quality of service, and effective use of leading-edge technologies.

**Skilled Professionals** - AllianceCorp's multidisciplinary consulting team works with clients on business improvement initiatives on a day-to-day basis. We provide a wide range of services such as business process reengineering (BPR), business case analysis, system evaluation and requirements analysis. Our team includes several distinguished organizational experts, research and policy analysts, financial analysts, training development specialists, facilitators, and other professionals with experience in performance improvement and change initiatives.

Today's Government executives are challenged on several fronts; competing in the information age, providing the highest levels of quality service, and managing with fewer and fewer resources. To meet these demands and challenges, executives and managers are constantly seeking to maximize their organizations' efficiency and effectiveness by redefining, restructuring, and reassuring their missions to achieve more effective and efficient ways to implement new ideas.

We are proud of our reputation for providing quality Consolidated Support Services. We are committed to applying the knowledge and experience we have gained over the years in helping our customers react quickly and decisively to the challenges they face. Our efforts have not gone without reward: a majority of our business is follow-on tasks from existing clients, proving that AllianceCorp delivers what we promise and achieves superior customer satisfaction, the same satisfaction that our clients have come to expect.

To find out how we can assist you in meeting your consolidated needs, please contact us at:

301-294-9290, Ext. 22 or visit our website at www.alliancecorp.net





### **SECTION II - CUSTOMER INFORMATION**

### 1. Table of awarded special item numbers:

SIN C874-1 / 874-1RC: Integrated Consulting Services

SIN C874-4 / 874-4RC: Training Services: Instructor Led Training, Web Based Training and

**Education Courses, Course Development and Test Administration,** 

**Learning Management, Internships** 

SIN C874-6 / 874-6RC: Acquisition Management Support

SIN C874-7 / 874-7RC: Integrated Business Program Support Services

SIN C520-11 / 520-11RC: Accounting SIN C520-12 / 520-12RC: Budgeting

SIN C520-13: / 520-13RC: Complimentary Financial Management Services

#### 2. Maximum order.

\$1,000,000

#### 3. Minimum order.

\$100

#### 4. Geographic coverage (delivery area):

Domestic and Overseas

### 5. Point(s) of production (city, county, and State or foreign country):

Alliance Consulting Corp.

7529 Standish Place

Suite 104,

Rockville, MD 20855

#### **6.** Discount from list prices or statement of net price:

Government net prices (discounts already deducted).

#### 7. Quantity discounts:

None

#### 8. Prompt payment terms:

1%-10 days, NET 30 days

## 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes

## 9b. Notification whether Government purchase cards are accepted or not accepted above the Micro- purchase threshold:

Will Accept Over \$2,500.00





#### 10. Foreign items (list items by country of origin): None

#### 11a. Time of delivery. (Contractor inserts number of days.)

To be specified on each individual Task Order

11b. Expedited Delivery. The Contractor will insert the sentence: "Items available for expedited delivery are noted in this price list under this heading". The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.

Contact - Sam S. Bedi, President, Alliance Consulting Corp, to expedite delivery.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

Contact - Sam S. Bedi, President, Alliance Consulting Corp, for overnight and 2 (two) day delivery.

11d. Urgent Requirements. The Contractor will note in its price list the Urgent Requirements clause of its contract and advise agencies that they can also contact the Contractor's representative to affect a faster delivery.

Contact - Sam S. Bedi, President, AllianceCorp for rates.

#### 12. F.O.B. point (s).

Destination

#### 13a. Ordering address.

Alliance Consulting Corp 7529 Standish Place Suite 104 Rockville, MD 20855

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules). Contactor is to simply include this statement as Item 13b.

#### 14. Payment addresses (es).

Alliance Consulting Corp 7529 Standish Place Suite 104 Rockville, MD 20855

**ACH Payments: Financial Information** – Wells Fargo Bank **9-Digit ABA Routing Number:** see invoice

Account No. see invoice

#### 15. Warranty provision.

Contractor Standard Commercial warranty





16. Export packing charges, if applicable.

TBD / each Task Order

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

Contact Sam S. Bedi, President, Alliance Consulting Corp for rates.

18. Terms and conditions of rental, maintenance, and repair (if applicable).

N/A

19. Terms and conditions of installation (if applicable).

N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).

N/A

20a. Terms and conditions for any other services (if applicable).

N/A

21. List of service and distribution points (if applicable).

N/A

22. List of participating dealers (if applicable)

N/A

23. Preventive maintenance (if applicable).

N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

N/A

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and shows where full details can be found

(e.g. Contractor s website or other location.) The EIT standards can be found at: www.Section 508.gov/. N/A

25. Data Universal Number System (DUNS) number.

118861942

**26.** Notification regarding registration in System for Award management (SAM) database. Registered in SAM.





### **SECTION III** - CONSOLIDATED SCHEDULE LABOR RATES

Alliance Consulting Corp. (AllianceCorp) proposes to provide services under the following GSA Consolidated Schedule Special Item Numbers (SINS):

SIN C874-1 / 874-1RC: INTEGRATED CONSULTING SERVICES

SIN C874-4 / 874-4RC: TRAINING SERVICES: Instructor Led Training, Web Based

Training and Education Courses, Course Development and Test

**Administration Learning Management**,

**Internships** 

SIN C874-6 / 874-6RC: ACQUISITION MANAGEMENT SUPPORT

SIN C874-7 / 874-7RC: INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES

**SIN C520-11 / 520-11RC: ACCOUNTING** 

**SIN C520-12 / 520-12RC: BUDGETING** 

SIN C520-13 / 520-13RC: COMPLIMENTARY FINANCIAL MANAGEMENT

**SERVICES** 

**SERVICE CONTRACT ACT (SCA):** The SCA is applicable to this contract as it applies to the entire 874: MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Please be advised that the following individual Schedule contracts have been migrated to this Consolidated Schedule. As a result, no additional stand-alone Task Orders can be awarded or BPAs established under these contracts.

| Single Schedule Name | Former Contract Number |
|----------------------|------------------------|
| MOBIS                | GS10F0526N             |
| FABS                 | GS23F0059W             |





| BASE PERIOD - Pricing with IFF          |           |           |           |           |           |
|---|-----------|-----------|-----------|-----------|-----------|
| SIN C874-1 / SIN 874-1RC                | 7/10/2015 | 7/10/2016 | 7/10/2017 | 7/10/2018 | 7/10/2019 |
|   | to        | to        | to        | to        | to        |
|   | 7/9/2016  | 7/9/2017  | 7/9/2018  | 7/9/2019  | 7/9/2020  |
| Consultant – I                          | \$265.34  | \$270.65  | \$276.06  | \$281.58  | \$287.21  |
| Consultant – II                         | \$211.07  | \$215.29  | \$219.60  | \$223.99  | \$228.47  |
| Consultant – III                        | \$134.96  | \$137.66  | \$140.41  | \$143.22  | \$146.08  |
| Analyst – I                             | \$160.55  | \$163.76  | \$167.04  | \$170.38  | \$173.79  |
| Functional SME – I                      | \$345.30  | \$352.21  | \$359.25  | \$366.44  | \$373.77  |
| SME – I                                 | \$257.39  | \$262.53  | \$267.79  | \$273.14  | \$278.60  |
| Functional SME – II                     | \$207.17  | \$211.32  | \$215.54  | \$219.85  | \$224.25  |
| SIN C874-4 / SIN 874-4RC                |           |           |           |           |           |
| Functional Subject Matter<br>Expert – I | \$345.30  | \$352.21  | \$359.25  | \$366.44  | \$373.77  |
| Subject Matter Expert – I               | \$257.39  | \$262.55  | \$267.79  | \$273.14  | \$278.60  |
| Consultant - II                         | \$211.07  | \$215.30  | \$219.60  | \$223.99  | \$228.47  |
| Analyst – I                             | \$160.55  | \$163.76  | \$167.03  | \$170.37  | \$173.79  |
| SIN C874-6 / SIN 874-6RC                |           |           |           |           |           |
| Subject Matter Expert – I               | \$257.39  | \$262.54  | \$267.79  | \$273.14  | \$278.60  |
| Subject Matter Expert – II              | \$211.07  | \$215.29  | \$219.60  | \$223.99  | \$228.47  |
| Analyst – I                             | \$160.55  | \$163.76  | \$167.03  | \$170.37  | \$173.79  |
| Analyst – II                            | \$134.97  | \$137.67  | \$140.42  | \$143.23  | \$146.08  |
| Procurement Specialist – I              | \$89.76   | \$91.56   | \$93.39   | \$95.25   | \$97.16   |
| SIN C874-7 / SIN 874-7RC                |           |           |           |           |           |
| Project Manager – I                     | \$265.30  | \$270.61  | \$276.02  | \$281.54  | \$287.21  |
| Project Manager – II                    | \$211.07  | \$215.29  | \$219.60  | \$223.99  | \$228.47  |
| Project Manager – III                   | \$160.55  | \$163.76  | \$167.04  | \$170.37  | \$173.79  |
| Project Analyst – I                     | \$162.82  | \$166.08  | \$169.40  | \$172.79  | \$176.25  |
| Project Analyst – II                    | \$156.79  | \$159.93  | \$163.13  | \$166.39  | \$169.72  |
| Project Analyst – III                   | \$115.55  | \$117.86  | \$120.21  | \$122.62  | \$125.07  |
| Computer Analyst – I                    | \$106.56  | \$108.69  | \$110.86  | \$113.08  | \$115.34  |
| Computer Analyst – II                   | \$100.39  | \$102.40  | \$104.44  | \$106.53  | \$108.66  |





|                           | 7/10/2015 | 7/10/2016 | 7/10/2017 | 7/10/2018 | 7/10/2019 |
|---------------------------|-----------|-----------|-----------|-----------|-----------|
|                           | to        | to        | to        | to        | to        |
|                           | 7/9/2016  | 7/9/2017  | 7/9/2018  | 7/9/2019  | 7/9/2020  |
| SIN C520-11 / 520-11RC    | 7/3/2010  | 7/3/2017  | 7/3/2010  | 77372013  | 77372020  |
| Accountant / Analyst - I  | \$124.74  | \$127.23  | \$129.77  | \$132.37  | \$135.02  |
| Accountant / Analyst - II | \$152.68  | \$155.73  | \$158.84  | \$162.02  | \$165.26  |
| SIN C520-12 / 520-12RC    |           |           |           |           |           |
| Budget / Analyst - I      | \$124.74  | \$127.23  | \$129.77  | \$132.37  | \$135.02  |
| Budget / Analyst - II     | \$152.68  | \$155.73  | \$158.84  | \$162.02  | \$165.26  |
|                           |           |           |           |           |           |
| SIN C520-13 / 520-13RC    |           |           |           |           |           |
| Financial                 | \$122.45  | \$124.90  | \$127.40  | \$129.95  | \$132.55  |
| Management/Analyst - I    |           |           |           |           |           |
| Financial                 | \$127.22  | \$129.76  | \$132.36  | \$135.01  | \$137.71  |
| Management/Analyst - II   |           |           |           |           |           |
| Subject Matter Expert - I | \$300.84  | \$306.86  | \$312.99  | \$319.25  | \$325.64  |
| Program Manager - I       | \$189.43  | \$193.22  | \$197.08  | \$201.02  | \$205.04  |
|                           |           |           |           |           |           |





|            |  |                   | Additional           |             |             |
|------------|--|-------------------|----------------------|-------------|-------------|
| ACC Course | Title of Training Course   | GSA               | <b>Student Price</b> | Minimum     | Maximum     |
| Number     | Title of Training Course   | Price             | After Minimum        | Participant | Participant |
|            |  |                   | Participant          | -           | -           |
|            | Schedule of Two-Day Training   |                   |                      |             |             |
|            | Courses  |                   |                      |             |             |
| ACC-001    | Implementing Task Orders Better                                      | \$8,250           | \$550.00             | 15          | 30          |
|            | Than Ever  |                   |                      |             |             |
| ACC-002    | Capital Programming Workshop   | \$8,250           | \$550.00             | 15          | 30          |
| ACC-003    | Effective Implementation of  | \$8,250           | \$550.00             | 15          | 30          |
|            | Strategic Planning: Guide to Long                                    |                   |                      |             |             |
| 4.00.004   | Term Viability   | φο <b>25</b> 0    | φ <b>55</b> 0.00     | 1.5         | 20          |
| ACC-004    | Strategic Visioning: A Catalyst for                                  | \$8,250           | \$550.00             | 15          | 30          |
| A CC 005   | Effective Change   | ¢0.250            | ¢550.00              | 1.5         | 20          |
| ACC-005    | Independent Government Cost  | \$8,250           | \$550.00             | 15          | 30          |
| ACC-006    | Estimating COR Refresher Seminar: Handling                           | \$8,250           | \$550.00             | 15          | 30          |
| ACC-000    | the Procurement Changes Better                                       | \$6,250           | \$550.00             | 15          | 30          |
| ACC-007    | Doing Market Research: Expanded                                      | \$8,250           | \$550.00             | 15          | 30          |
| ACC-007    | Ways to Define Requirements &  | φ0,230            | φ330.00              | 13          | 30          |
|            | Find and Select Sources  |                   |                      |             |             |
| ACC-008    | Effective Proposal Preparation &                                     | \$8,250           | \$550.00             | 15          | 30          |
| 1100 000   | Negotiation  | φο,2εο            | φεεσισσ              |             |             |
| ACC-009    | Project Management Tools for   | \$9,750           | \$650.00             | 15          | 30          |
|            | Program Managers   | '' '              | ,                    |             |             |
|            | Schedule of Three-Day Training                                       |                   |                      |             |             |
|            | Courses  |                   |                      |             |             |
| ACC-010    | Performance Management:  | \$9,750           | \$650.00             | 12          | 30          |
|            | Making it Happen Across  |                   |                      |             |             |
|            | Planning, Investment and   |                   |                      |             |             |
|            | Acquisition Activities   |                   | _                    |             |             |
| ACC-011    | Performance Based SOWs: Making                                       | \$9,750           | \$650.00             | 15          | 30          |
|            | it Happen For Current  |                   |                      |             |             |
|            | AcquisitionsIn New Buys and  |                   |                      |             |             |
| A CC 012   | Task Offering  | φο. <b>π.τ.</b> ο | φ <b>ε50.00</b>      | 1.5         | 20          |
| ACC-012    | Performance Management   | \$9,750           | \$650.00             | 15          | 30          |
|            | Techniques and Best Practices for<br>Performance-Based Contracts and |                   |                      |             |             |
|            | Task Orders  |                   |                      |             |             |
| ACC-013    | Contracting for Up and Coming  | \$9,750           | \$650.00             | 15          | 30          |
| ACC-013    | Contracting Officer's  | φ2,730            | φυσυ.υυ              | 13          | 30          |
|            | Representatives (CORs)   |                   |                      |             |             |
| ACC-014    | Advanced Contract Administration                                     | \$9,750           | \$650.00             | 15          | 30          |
|            |  | · ·               |                      |             |             |
| ACC-015    | Basic Contract Administration -                                      | \$9,750           | \$650.00             | 15          | 30          |
| ACC-016    | For Those On the Fast Track Developing Effective Performance-        | ¢0.750            | ¢                    | 1.5         | 20          |
| ACC-010    | Based Proposals & Performing   | \$9,750           | \$650.00             | 15          | 30          |
|            | Them   |                   |                      |             |             |
| ACC-017    | Doing Quality Assurance Right  | \$9,750           | \$650.00             | 15          | 30          |
|            |  | · ·               |                      |             |             |
| ACC-018    | Project Management Training for                                      | \$11,250          | \$750.00             | 15          | 30          |
|            | Emerging Leaders   |                   |                      |             |             |





| ACC Course<br>Number | Title of Training Course                           | GSA<br>Price | Additional<br>Student Price<br>After Minimum<br>Participant | Minimum<br>Participant | Maximum<br>Participant |
|----------------------|--|--------------|---|------------------------|------------------------|
|                      | Schedule of One Day Training                       |              | •   |                        |                        |
| ACC-022A-1           | Courses Superior leadership through communications | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-023A-1           | Active listening                                   | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-024A-1           | Interpersonal communications in the work place     | \$5,715      | \$381.00  | 15                     | 30                     |
| ACC-025A-1           | Basic presentation skills                          | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-031A-1           | A measured approach to problem solving             | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-036A-1           | Dealing with conflict in the work                  | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-037A-1           | place Coaching for enhanced performance            | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-038A-1           | Making the most of generational                    | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-039A-1           | diversity<br>Mistake free writing                  | \$5,715      | \$381.00  | 15                     | 30                     |
| ACC-040A-1           | Powerful PowerPoint presentations                  | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-043A-1           | Working with difficult people                      | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-050A-1           | Being an effective leader                          | \$5,715      | \$381.00  | 15                     | 30                     |
| ACC-051A-1           | Leading organizational change                      | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-052A-1           | Your role as supervisor                            | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-053A-1           | The take charge assistant                          | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-056A-1           | Diversity and inclusion awareness                  | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-057A-1           | Train the trainer                                  | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-058A-1           | Project Management fundamentals                    | \$5,685      | \$379.00  | 15                     | 30                     |
| ACC-063A-1           | Process Flow Mapping                               | \$5,685      | \$379.00  | 15                     | 30                     |
|                      | Schedule of Two-Day Training<br>Courses            |              |   | 15                     |                        |
| ACC-026A-2           | Advanced presentation skills                       | \$9,270      | \$618.00  | 15                     | 30                     |
| ACC-062A-2           | Advanced Project Management                        | \$10,830     | \$722.00  | 15                     | 30                     |





#### **Pricing / Discount Notes:**

- 1. ACC requires a minimum of 15 students per on-site training course. The course price is based on a minimum of 15 students. Additional student prices will be charged after the minimum 15 student course price, not-to-exceed 30 students.
- 2. The GSA Discount is computed based on equivalent commercial pricing (from training catalogues, the internet or equivalent training done for the private sector)
- 3. Each Price includes the course instruction and all materials.
- 4. A "training day" consists of 6.5 hours of training.
- 5. ACC classes are generally held at a pre-determined client site. ACC facilities are available as a billable ODC up to thirty (30) students and will be negotiated at the task order level.
- 6. The GSA Price includes the Industrial Funding Fee (0.75%)
- 7. Travel expenses are a separate, reimbursable expense based on the current, allowed rates from the Government Travel Regulations. Prices exclude GTR reimbursable expenses for instructor travel, including applicable per-diem.
- 8. Additional Discount: If more than six training classes are purchased from Schedule 874-4 over the course of the year, the subsequent pricing will reflect a 2% discount.

Future economic price adjustments for training courses awarded under SINs 874-4 and 874-4RC will be in accordance with 552.216-70 and based on Alliance Consulting Corp's Professional Services Commercial Price List.





### **SECTION IV** - LABOR CATEGORIES

AllianceCorp recognizes that successful performance depends on having the right skills and experience. These skills and experience, in turn, are acquired through the proper mix of education and professional experience. Increasingly, we find that the skills needed to meet Task Order performance requirements, in order to address today's problems, and tomorrow's challenges require individuals with varying levels of education, specialized knowledge and experience. The correct combination of these three elements is often unique and dependent on the particular requirements associated with the work being performed. Therefore, AllianceCorp's MOBIS Schedule utilizes equivalencies between experience and education that allow us to take the full measure of an individual's capabilities. The job descriptions defined in this section provide the general guidelines for each labor category; however reasonable consideration may be used for determining the optimal combination of experience and education for each task.

SERVICE CONTRACT ACT (SCA): The SCA is applicable to this contract as it applies to the entire 874: MOBIS Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.





### SIN C874-1 / 874-1RC: INTEGRATED CONSULTING SERVICES

### Labor Category: Consultant – I

- **Education:** MBA / MS degree with specialization in related field. Six (6) years experience may be substituted for degree requirements.
- **General Experience:** 15 to 20 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 12 to 15 years of specialized management analysis experience in areas such as business process reengineering, configuration management, quality control/assurance, organizational performance assessments, mission analysis and strategic planning.
- Duties: Responsible for the design, development and technical execution of complex MOBIS related projects. Manages multiple consulting assignments and clients within one or more specialty areas. Applies sophisticated technical and management methods and techniques to develop and implement solutions to complex, consultative, facilitation or training problems and challenges. Responsible for determining technical project objectives and overseeing conceptual and methodical design for the MOBIS project execution. Conducts and/or directs the technical aspects of the MOBIS project. Provides overall managerial direction to members of the project team.

### Labor Category: Consultant – II

- Education: MA / MS degree with specialization in related field. Six 96) years of experience may be substituted for degree requirements.
- **General Experience:** 12 to 15 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 10 to 12 years of specialized management analysis experience in areas such as business process reengineering, configuration management, quality control/assurance, organizational performance assessments, mission analysis and strategic planning.
- Duties: Responsible for the design, development and technical execution of complex MOBIS related projects. Determines objectives and methodology; selects and assigns staff; establishes and monitors schedules and processes and taking corrective action as necessary. Responsible for determining technical project objectives and overseeing conceptual and methodical design for the MOBIS project execution. Focuses on effective client relations and proposal process. Verifies and analyzes data to identify trends and relationships as well as current and potential technical and management problems. Responsible for multiple project output and deliverables.





### Labor Category: Consultant – III

- **Education:** MA / MS degree in business or related field. Six (6) years of experience may be substituted for degree requirements.
- **General Experience:** 10 to 12 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 8 to 10 years of specialized management analysis experience in areas such as business process reengineering, configuration management, quality control/assurance, organizational performance assessments, mission analysis and strategic planning.
- **Duties:** Responsible for the technical execution of MOBIS related projects. Applies technical and management methods and techniques to develop and implement solutions to consultative, facilitation or training problems and challenges. Verifies and analyzes data to identify trends and relationships as well as current and potential technical and management problems. Establishes and monitors schedules and process, taking corrective action as necessary. Responsible for project output and deliverables and focuses on client relations and proposal process.

### Labor Category: Analyst – I

- **Education:** MA / MS degree in business or related field. Six (6) years of experience may be substituted for degree requirements.
- General Experience: 10 to 12 years experience performing business and management analysis.
- **Specialized Knowledge:** At least 8 to 10 years of specialized management analysis experience in areas such as business process reengineering, configuration management, quality control/assurance, organizational performance assessments, mission analysis and strategic planning.
- **Duties:** Develops and/or applies analytic approaches in a MOBIS-related consulting environment. Demonstrates a thorough knowledge of analysis principles, theories and techniques to solve specific problems and formulate solutions. Evaluates complex data and prepares reports of results. Experience in development and implementation of criteria for the collection, compilation and recording of data that allows verification and replication of outcomes through experimentation. May act as the senior research analyst, or senior researcher on the project.





### Labor Category: Functional Subject Matter Expert I

- Education: Bachelor of Law (LLB) or Juris Doctor (JD) degree. Four (4) years of experience may be substituted for degree requirements.
- **General Experience:** At least 20 years of experience providing legal advice and professional services to corporate and/or government clients. Professional services include reviewing documents, drafting documents, negotiating documents, providing advice concerning the legality of an action, litigating disputes and settling disputes.
- **Specialized Experience:** At least 10 years of experience providing legal advice and professional services to corporate and/or government clients regarding Federal Government procurements.
- **Duties**: Perform as lead counsel for the resolution of disputes between Federal Government Agencies and their Prime Contractors. Advise Government officials of the legal issues and risks in a specific dispute; negotiate an alternate dispute resolution procedure with the contractor; direct the collection and review of relevant documents for the dispute; interview, depose and question witnesses; and lead the legal presentation at the forum for the alternate dispute resolution.

#### Labor Category: Subject Matter Expert – I

- **Education:** MA / MS degree with specialization in related field. Six (6) years of experience may be substituted for degree requirements.
- **General Experience**: 12 to 15 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 10 to 12 years of specialized management analysis experience in areas such as facilitation, training, organizational performance assessments, mission analysis and strategic planning.
- Duties: Provides innovative approaches in performing MOBIS-related consultative services.
   Applies extensive knowledge of MOBIS disciplines and topics to address objectives of MOBIS consultations. Analyzes, assesses, evaluates as part of a team providing MOBIS services in a consulting environment. Utilizes skills as a facilitator to support client efforts to integrate advanced skills into the performance of day-to-day tasks. Works with the clients to effectively implement new procedures and technology. Interacts with management and other subject matter experts.





### Labor Category: Functional Subject Matter Expert II

- **Education:** Bachelor of Law (LLB) or Juris Doctor (JD) degree. Four 94) years of experience may be substituted for degree requirements.
- **General Experience:** At least 10 years of experience providing legal advice and professional services to corporate and/or government clients. Professional services include reviewing documents, drafting documents, negotiating documents, providing advice concerning the legality of an action, litigating disputes and settling disputes.
- **Specialized Experience:** At least 5 years of experience providing legal advice and professional services to corporate and/or government clients regarding Federal Government procurements.
- **Duties:** Assist the lead counsel for the resolution of disputes between Federal Government Agencies and their Prime Contractors. Advise Government employees of the legal issues and risks in a specific dispute; assist in the negotiation of an alternate dispute resolution procedure with the contractor; participate in the collection and review of relevant documents for the dispute; interview, depose and question witnesses; and assist the lead counsel in the legal presentation at the forum for the alternate dispute resolution.

### SIN C874-4 / 874-4RC: TRAINING SERVICES

Instructor Led Training, Web Based Training and Educational Courses, Course Development and Test Administration, Learning Management, Internships.

### Labor Category: Subject Matter Expert – I

**Responsibility/Function:** Provides subject matter expertise support to all types of training development projects, including content review and feedback to development staff, as well as delivery of training. Interfaces with the client on a regular basis. Supports the completion of project specific tasks within estimated time frames and budget constraints.

**Education:** MA / MS degree with specialization in related field. Six (6) years of experience may be substituted for degree requirements.

**General Experience**: 12 to 15 years of experience performing business and management analysis.

#### Labor Category: Functional Subject Matter Expert – I

**Responsibility/Function:** Demonstrated ability to design and deliver structured classroom training. Ability to communicate results of organizational assessments and analysis. Specific expertise in Acquisition Lifecycle, Professional Development, Human Capital Management, Organizational Effectiveness, Project Management and Diagnostic Assessment Services. Ability to facilitate employee teams. Ability to provide executive coaching. Support the completion of project specific tasks within budget guidelines.

**Education:** Bachelor of Law (LLB) or Juris Doctor (JD) degree. Four (4) years of experience may be substituted for degree requirements.





**General Experience:** At least 20 years of experience providing legal advice and professional services to corporate and/or government clients. Professional services include reviewing documents, drafting documents, negotiating documents, providing advice concerning the legality of an action, litigating disputes and settling disputes.

### Labor Category: Consultant – I I

**Responsibility/Function:** Demonstrated ability to apply research to the development of assessment instruments. Ability to conduct research interviews with clients and analysis data. Ability to implement research projects in client organizations and generate reports. Support the completion of project specific tasks within estimated time frames and budget constraints.

**Education:** MA / MS degree with specialization in related field. Six (6) years of experience may be substituted for degree requirements.

**General Experience:** 12 to 15 years of experience performing business and management analysis.

### Labor Category: Analyst – I

**Responsibility/Function:** Ability to conduct research interviews with clients and analysis data. Ability to implement research projects in client organizations and generate research reports. Supports the completion of project specific tasks within estimated time frames and budget constraints. Demonstrated ability to provide executive summaries of research.

**Education:** MA / MS degree in business or related field. Six (6) years of experience may be substituted for degree requirements.

**General Experience:** 10 to 12 years experience performing business and management analysis.





#### SIN C874-4 / 874-4RC: TRAINING SERVICES:

Instructor Led Training, Web Based Training and Educational Courses, Course Development and Test Administration, Learning Management, Internships.

### **ACQUISITION LIFECYCLE:**

| Title of Course:       | CAPITAL P<br>WORKSHO   | ROGRAMMING<br>P | Length of Course (# of Hrs/Days): | 16 hours/<br>2 days |  |
|------------------------|--|-----------------|-----------------------------------|---------------------|--|
| Total Price of Course: |  | \$ 8,250.       | Minimum Number of Participants:   | 15                  |  |
| Course Nu              | mber   | ACC-002S-2      | Maximum Number of Participants:   | 30                  |  |
| Price per ea           | Price per each additional participant in excess of the minimum (if applicable) |                 |                                   |                     |  |

Description of course: Well-suited for Managers, Planners and Support Staff. Like the assets purchased, the field of Capital Programming planning, budgeting & implementation is rapidly changing due to increased emphases on prior complete justification and subsequent accountability for results. Understanding and implementing successfully these changes is, in large part, the purpose of this two day seminar. The "current waves" of strategic planning, investment analysis and performance measurement will be covered with an emphasis on obtaining the highest quality capital asset performance. Use of a sample process gives acute focus & immediate application for the information presented.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   | EXPANDEI | RKET RESEARCH: D WAYS TO DEFINE MENTS & FIND AND DURCES | Length of Course (# of Hrs/Days): | 16 hours/<br>2 days |
|--|----------|---|-----------------------------------|---------------------|
| Total Price of Course: \$ 8,250.   |          | \$ 8,250.   | Minimum Number of Participants:   | 15                  |
| Course Number ACC-007S-2   |          | ACC-007S-2  | Maximum Number of Participants:   | 30                  |
| Price per each additional participant in excess of the minimum (if applicable) |          |   |                                   |                     |

**Description of course:** Like the technology purchased, the field of procurement is rapidly changing. Keeping up with the changes is, in large part, the purpose of this seminar. More and more, federal agencies are beginning to operate as businesses. In this context, the timely and effective gathering and use of market data for purchasing becomes even more essential to doing procurement effectively. This two-day seminar will present the basics of market research as currently utilized and augment the information with application to E-commerce using the Internet, commercial contracting and streamlined negotiated procurement.





| Title of Course:   | MAKING I' CURRENT                | ANCE BASED SOWs: I HAPPEN FOR ACQUISITIONS IN AND TASK ORDERING | Length of Course (# of Hrs/Days): | 24Hours/<br>3 days |
|--|----------------------------------|---|-----------------------------------|--------------------|
| Total Price  | Total Price of Course: \$ 9,750. |   | Minimum Number of Participants:   | 15                 |
| Course Number ACC-011S-3   |                                  | ACC-011S-3  | Maximum Number of Participants:   | 30                 |
| Price per each additional participant in excess of the minimum (if applicable) |                                  |   |                                   |                    |

**Description of course**: Performance-based Service Acquisition (PBSA) has become a major mandate of effectively implementing Acquisition Reform throughout the government. To ensure that the maximum benefits accrue to purchasing <u>and</u> program activities, this three-day workshop is presented to: 1) increase familiarity and facility, 2) demonstrate its benefits through direct connections to current buys, and 3) discover means of strengthening its future use. The results are to connect with OMB Best Practices in finding stronger ways of serving future PBSA buying needs.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of   |            | ENT GOVERNMENT | Length of Course (# of Hrs/Days): | 16 hours/ |
|--|------------|----------------|-----------------------------------|-----------|
| Course:  | COST ESTIN | MATING         |                                   | 2 days    |
| Total Price of Course:   |            | \$8,250.       | Minimum Number of Participants:   | 15        |
| Course Number ACC-005S-2   |            | ACC-005S-2     | Maximum Number of Participants:   | 30        |
| Price per each additional participant in excess of the minimum (if applicable) |            |                |                                   |           |

**Description of course:** One of the major gaps in effectively carrying out the procurement process is cost estimating. The reason it is a gap stems from the realization that it must be done but how do we do it? This two-day workshop will close this knowledge and skill gap by briefly, yet completely explaining the why, what, how, where and when. In addition, connections to the selection and administration phases will be emphasized.





| Title of                         | PERFORMA   | NCE MANAGEMENT                                 | Length of Course (# of Hrs/Days): | 24Hours/ |  |
|----------------------------------|--|--|-----------------------------------|----------|--|
| Course:                          | PRACTICES<br>PERFORMA  | ES AND BEST S FOR ANCE-BASED S AND TASK ORDERS |                                   | 3 days   |  |
| Total Price of Course: \$ 9,750. |  | \$ 9,750.                                      | Minimum Number of Participants:   | 15       |  |
| Course Number ACC-012S-3         |  | ACC-012S-3                                     | Maximum Number of Participants:   | 30       |  |
| Price per ea                     | Price per each additional participant in excess of the minimum (if applicable) |  |                                   |          |  |

Description of course: With the increasing pressure to make PBSA contracting more accountable, the challenge is to enlist the support of a team of technical & procurement personnel to use state-of-the-art contract administration methods and techniques to assure: quality, better relationships between contractor and Government personnel and between technical support personnel and procurement, as well as stronger project management practices applied to the procurement lifecycle. An ever-more-frequent means of achieving these objectives is using Task Ordering. The concepts and best practices will be presented in this three-day workshop with an emphasis toward immediate, effective, application in a performance context. Learning "take away" is increased accountability for results through contract, investment and strategic planning performance measurement.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   | IMPLEMEN<br>BETTER TH | TING TASK ORDERS<br>IAN EVER | Length of Course (# of Hrs/Days): | 16 hours/<br>2 days |
|--|-----------------------|------------------------------|-----------------------------------|---------------------|
| Total Price  | of Course:            | \$ 8,250.                    | Minimum Number of Participants:   | 15                  |
| Course Number AC   |                       | ACC-001S-2                   | Maximum Number of Participants:   | 30                  |
| Price per each additional participant in excess of the minimum (if applicable) |                       |                              |                                   |                     |

**Description of course:** Many current contracts have posed the need for more effective management. To ensure that the contracts awarded are successfully performed, stronger insight and capability is essential from the start. This two-day class is focused to "level-up" all participants' understanding and capabilities to create timely and complete task orders and then to monitor and problem solve to successfully meet the current performance challenges.





| Title of   | CONTRACT   | TING FOR UP AND               | Length of Course (# of Hrs/Days): | 24Hours/ |
|--|------------|-------------------------------|-----------------------------------|----------|
| Course:  |            | ONTRACTING<br>REPRESENTATIVES |                                   | 3 days   |
| Total Price  | of Course: | \$ 9,750.                     | Minimum Number of Participants:   | 15       |
| Course Number ACC-013S-3   |            | ACC-013S-3                    | Maximum Number of Participants:   | 30       |
| Price per each additional participant in excess of the minimum (if applicable) |            |                               |                                   |          |

**Description of course**: Programs have posed the need for more effective acquisition activity. To ensure that the contracts awarded are successfully performed, stronger insights and capability is essential from the start. This three-day class is focused to "level-up" all participants' understanding and insights to monitor/problem solve to successfully meet the current challenges facing the management of contracts and task orders.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   |  | ESHER SEMINAR:<br>G THE PROCUREMENT<br>BETTER | Length of Course (# of Hrs/Days): | 16 hours/<br>2 days |
|--|--|---|-----------------------------------|---------------------|
| Total Price of Course: \$8,250.  |  | \$ 8,250.                                     | Minimum Number of Participants:   | 15                  |
| Course Number ACC-006S-2   |  | ACC-006S-2                                    | Maximum Number of Participants:   | 30                  |
| Price per each additional participant in excess of the minimum (if applicable) |  |   |                                   |                     |

**Description of course:** All agencies appoint representatives of the contracting officer whose job is to evaluate how well the contractor is fulfilling the contract. Yet, obtaining timely teaming effort from the contractor and procurement representatives alike is a challenge. This two-day forum is organized to give CORs, POCs and contractors a direct opportunity to discover better ways of communicating in resolving contractor concerns and problems between the program/project offices and the contracts area. Recent contracts will be used to illustrate the topics and concerns presented throughout the seminar.





| Title of Course:   |            | NTRACT<br>RATION—FOR THOSE<br>AST TRACK | Length of Course (# of Hrs/Days): | 24Hours/<br>3 days |
|--|------------|---|-----------------------------------|--------------------|
| Total Price  | of Course: | \$ 9,750.                               | Minimum Number of Participants:   | 15                 |
| Course Number ACC-015S-3   |            | ACC-015S-3                              | Maximum Number of Participants:   | 30                 |
| Price per each additional participant in excess of the minimum (if applicable) |            |   |                                   | \$ 650.            |

**Description of course**: The critical area for the success of any Government contract is the contractor's performance. Most attempts to define, in advance, a portfolio of evaluation techniques and duties which reflect the purchase have been few and far between. This three-day course seeks to "close the gaps" in doing a stronger job of ensuring the Government gets what it is paying for. Particular emphasis is paid to planning and carrying it out to increase evaluation capabilities. Special attention will be placed on early-warning skills for performance concerns.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   | ADVANCEI<br>ADMINISTI | O CONTRACT<br>RATION | Length of Course (# of Hrs/Days): | 24Hours/<br>3 days |
|--|-----------------------|----------------------|-----------------------------------|--------------------|
| Total Price of Course:   |                       | \$ 9,750.            | Minimum Number of Participants:   | 15                 |
| Course Number ACC-014S-3   |                       | ACC-014S-3           | Maximum Number of Participants:   | 30                 |
| Price per each additional participant in excess of the minimum (if applicable) |                       |                      |                                   |                    |

**Description of course**: With the increasing pressure on the federal government to make contractors more accountable, a growing response has been to enlist the support of a team of technical & procurement personnel with ever greater frequency. These persons are being asked to do a wider array of contract administration functions as well as becoming more knowledgeable about how contractors are selected. This three-day course is tailored to reflect the current duties and challenges this "team" faces: increasing emphasis on quality, better relationships between contractor and Government personnel and between technical support personnel and procurement, as well as stronger project management practices applied to contract management. In addition, the learning will occur in the context of greater understanding and facility with actual contracts and task orders.





| Title of Course:   | DOING QUA<br>RIGHT | ALITY ASSURANCE | Length of Course (# of Hrs/Days): | 24Hours/<br>3 days |
|--|--------------------|-----------------|-----------------------------------|--------------------|
| Total Price of Course:   |                    | \$ 9,750.       | Minimum Number of Participants:   | 15                 |
| Course Number AC   |                    | ACC-017S-3      | Maximum Number of Participants:   | 30                 |
| Price per each additional participant in excess of the minimum (if applicable) |                    |                 |                                   |                    |

**Description of course:** With the increasing pressure on the federal government to make contractors more accountable, a growing response has been to enlist the support of quality inspectors with ever greater frequency. These persons are being asked to do a wider array of functions to assure quality. This three-day learning session is tailored to reflect the current duties and challenges inspectors face:

- knowing the current trends about and measures of quality
- understanding what the contract mandates about quality
- learning to interpret each quality situation to protect the Government's interest
- knowing what actions to take to sustain the Government's right for quality and
- realizing how actions and regulations can be better connected.





### PROFESSIONAL DEVELOPMENT:

| Title of Course:   |  | LEADERSHIP<br>COMMUNICATIONS | Length of Course (# of Hrs/Days) | 8 hours<br>1 day |
|--|--|------------------------------|----------------------------------|------------------|
| Total Price of Course:   |  | \$5,685.00                   | Minimum Number of Participants:  | 15               |
| Course Number ACC-0  |  | ACC-022A-1                   | Maximum Number of Participants:  | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |  |                              |                                  |                  |

**Description of course:** Superior Leadership Through Communication focuses on the need for clear communication from leaders in organizations. Whether you are communicating with your team or your entire organization, communication barriers prevent us from getting our message across. The techniques learned in the class will help leaders communicate clearly and concisely, establish credibility, and understand how communication styles differ from one person to another.

#### At the end of this class you will be able to:

- establish credibility as a leader.
- use techniques for asking the right questions.
- answer questions and give direction so people know what is expected.
- communicate clearly and concisely.
- break down barriers to allow for better cooperation.
- identify different communication styles in others and learn how to flex your own style to work more closely with them.

#### **Topics that will be covered:**

- What We Look for In Leaders: A Model of Superior Leadership
- What Gets In the Way of Clear Communication
- The Communication Process
- Common Communication Barriers
- What Message are You Sending?
- Never Assume You Know
- Using Fuzzy Words
- Listen, Listen, Listen
- Speaking Clearly
- Understanding Different Communication Styles
- Where Do You Need to Focus?





| Title of   | ACTIVE LIS | STENING    | Length of Course (# of Hrs/Days) | 8 hours |
|--|------------|------------|----------------------------------|---------|
| Course:  |            |            |                                  | 1 day   |
| Total Price  | of Course: | \$5,685.00 | Minimum Number of Participants:  | 15      |
| Course Nur   | nber:      | ACC-023A-1 | Maximum Number of Participants:  | 30      |
| Price per each additional participant in excess of the minimum (if applicable) |            |            |                                  |         |

**Description of course:** Does your mind ever wander while others are talking to you? We spend countless hours of our working lives in listening-related activities; however, studies show we retain only 25% of what we hear! Learn to eliminate your own listening barriers and bad habits, and do a better job of listening.

### At the end of this class you will be able to:

- recognize the impact of your personal listening style.
- eliminate the listening barriers and turn-offs that hamper communication.
- manage daily interruptions that cause you to lose focus.
- redirect your "I'm bored" behavior.
- make others feel important by listening carefully to what they say.
- listen accurately using The Four-Step Listening Process.

### **Topics that will be covered:**

- "Did You Hear What I Said . . . Or Did You Hear What You Were Thinking?"
- Why Listening Actively Is Difficult (Hearing Barriers vs. Self-Barriers)
- Bad Listening Habits We Do Unconsciously
- Training Your Brain to Listen With Comprehension and Recall
- Verbal and Nonverbal Techniques to Let the Speaker Know You Are Really Listening
- The Four-Step Listening Process





| Title of Course:   | INTERPERS<br>COMMUNIO<br>WORK PLA | CATIONS IN THE | Length of Course (# of Hrs/Days) | 8 hours<br>1 day |
|--|-----------------------------------|----------------|----------------------------------|------------------|
| Total Price of Course:   |                                   | \$5,715.00     | Minimum Number of Participants:  | 15               |
| Course Number: ACC-024A-1  |                                   | ACC-024A-1     | Maximum Number of Participants:  | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |                                   |                |                                  |                  |

**Description of course:** Every relationship—personal and professional—is dependent on communication. Successful projects and businesses depend on people accurately understanding one another. In this class you will learn to communicate with clarity, eliminate communication barriers, influence the actions and thoughts of others and respond assertively.

#### At the end of this class you will be able to:

- recognize the strengths and weaknesses of your personal communication style.
- identify the communication style of others and how it impacts their ability to "hear you."
- compose your messages to match your listeners' information needs.
- give and receive feedback respectfully and assertively.
- professionally resolve conflict while being polite but assertive.
- improve and strengthen your relationships with everyone at work (and at home).

### **Topics that will be covered:**

- Analyzing Your Personal DiSC© Assessment
- Recognizing the Strengths and Limitations of Each Personality Style
- Development of Your Approach to Personality Styles Different From Yours
- Nonverbal Signals You Send to Others (Stress, Anger, Etc.)
- Personal Barriers That Keep You From Communicating Assertively (not Passively or Aggressively)
- Stop, Look, and Listen Formula
- Addressing Negative Situations Assertively

This class requires that you complete an online assessment prior to the program.





| Title of Course:   | BASIC PRES | SENTATION SKILLS | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |
|--|------------|------------------|-----------------------------------|------------------|
| Total Price  | of Course: | \$5,685.00       | Minimum Number of Participants:   | 15               |
| Course Number:   |            | ACC-025A-1       | Maximum Number of Participants:   | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |            |                  |                                   |                  |

**Description of course:** Basic Presentation Skills is an interactive class designed to help professionals get comfortable speaking in front of a group of people. This class provides an encouraging environment where you can get your feet wet in the art of speaking in front of today's audiences.

#### At the end of this class you will be able to:

- control stage fright and use your nervous energy to your advantage.
- use a simple five-step method for crafting any speech.
- overcome the obstacles that trip up most speakers.
- make the most of your natural speaking style.
- speak in such a way that your audience will know what you want them to do.

### **Topics that will be covered:**

- Overcoming Nervousness
- Establishing Credibility
- Analyzing Audiences
- Designing Presentations That Get Results
- Practicing Physical Delivery Skills in Everyday Life

Videotape coaching and on-the-spot review. (Only you will see your taped presentation.)





| Title of   |        | PRESENTATION | Length of Course: (# of Hrs/Days) | 16 hours |
|--|--------|--------------|-----------------------------------|----------|
| Course:  | SKILLS |              |                                   | 2 day    |
| Total Price of Course:   |        | \$9,270.00   | Minimum Number of Participants:   | 15       |
| Course Number: ACC-026A-2  |        | ACC-026A-2   | Maximum Number of Participants:   | 30       |
| Price per each additional participant in excess of the minimum (if applicable) |        |              |                                   |          |

**Description of course:** You're a solid presenter, but you desire to be a dynamic communicator capable of consistently moving your audiences to action. This robust, two-day program shows you how to go beyond the basics of a good presentation by incorporating the wisdom of ancient Greece along with the latest insights from Hollywood and Madison Avenue. You'll also gain insights into audience attention span and decision making which will allow you to grab and hold the interest of any group.

### At the end of this class you will be able to:

- captivate your audience so they listen more, retain more, and buy more.
- deliver "boring" or unpalatable information in an engaging way.
- harness the strength of PowerPoint without being dominated by it.
- advance your cause by mastering the art of Q&A.
- incorporate appropriate humor and storytelling into your presentations.
- communicate values and vision without appearing heavy-handed.

#### **Topics that will be covered:**

- Aristotle's Model for Audience Engagement
- Building Rapport With Your Audience
- Get the Audience "On Your Side"
- The "Five-Step Approach" to Speech Writing
- Visual Aids-Going Beyond PowerPoint
- Handling Questions With Confidence

This class includes interactive videotape coaching and on-the-spot review. (Only you will see your taped presentation.)





| Title of   |  |            | Length of Course: (# of Hrs/Days) | 8 hours |
|--|--|------------|-----------------------------------|---------|
| Course:  |  |            |                                   | 1 day   |
| Total Price of Course:   |  | \$5,685.00 | Minimum Number of Participants:   | 15      |
| Course Number: ACC-031A-1  |  | ACC-031A-1 | Maximum Number of Participants:   | 30      |
| Price per each additional participant in excess of the minimum (if applicable) |  |            |                                   |         |

**Description of course:** A Measured Approach to Problem Solving will teach you how to use a five-step problem solving model to research and propose alternative solutions to problems in the workplace. You will learn a systematic, data-driven approach to problem solving. You will also learn the basic tools and techniques that will enable you to quantify and measure data effectively in order to identify, analyze, and resolve problems.

#### At the end of this class you will be able to:

- use five defined steps to solve problems that affect your team, organization or customers.
- create and communicate a plan to manage problem resolution projects.
- use basic tools and techniques to quantify and measure data effectively in order to identify and analyze problems.
- develop and present problem resolution recommendations to stakeholders and decision makers.
- use facilitation techniques in meetings that will improve the productivity of your working team.
- use a process to work with groups to logically evaluate recommendations and make action decisions.

#### **Topics that will be covered:**

- Overview of the Five Steps of Problem Resolution
- Step 1 Define the Problem
- Step 2 Measure the Problem: Research Techniques and Measurement Tools
- Step 3 Analyze: Cause and Effect Analysis
- Step 4 Improve: Solution Selection Matrix
- Step 5 Control: Monitoring the Results of the Solution
- Meeting Facilitation Techniques and Tips
- Guiding Group Decision Making





| Title of<br>Course:  | PERFORM                          | NG EFFECTIVE<br>ANCE-BASED<br>LS & PERFORMING | Length of Course (# of Hrs/Days): | 24Hours/<br>3 days |
|--|----------------------------------|---|-----------------------------------|--------------------|
| Total Price  | Total Price of Course: \$ 9,750. |   | Minimum Number of Participants:   | 15                 |
| Course Number ACC-   |                                  | ACC-016S-3                                    | Maximum Number of Participants:   | 30                 |
| Price per each additional participant in excess of the minimum (if applicable) |                                  |   |                                   |                    |

Description of course: In order to fulfill your marketing objectives, firms not only have to make contact well, they have to demonstrate their abilities well before performing. This "demonstration" primarily consists of: first, describing how the company can meet the requirement and its capabilities to do so; and second, through effective communication and rapport-building gained during the orals/discussion/negotiation processes. This hands-on, three-day workshop is designed to level up the skills to close the competitive deal through achieving excellent proposal and negotiation presentations—IN A PERFORMANCE-BASED CONTRACTING ENVIRONMENT. The insights and techniques imparted are of immediate use to the pending procurement opportunities.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   | EFFECTIVE PROPOSAL<br>PREPARATION & NEGOTIATION |            | Length of Course (# of Hrs/Days): | 16 hours/<br>2 days |
|--|---|------------|-----------------------------------|---------------------|
| Total Price of Course:   |   | \$ 8,250.  | Minimum Number of Participants:   | 15                  |
| Course Number  |   | ACC-008S-2 | Maximum Number of Participants:   | 30                  |
| Price per each additional participant in excess of the minimum (if applicable) |   |            |                                   | \$ 550.             |

**Description of course**: In order to fulfill your marketing objectives, aspiring firms not only have to make contact well, they have to demonstrate their abilities well before performing. This demonstration primarily consists of: first, describing how the company can meet the requirement and its capabilities to do so; and second, through effective communication and rapport-building gained during the orals/discussion/negotiation processes. This two-day workshop is designed to level up each participant's skills in closing the deal through achieving excellent proposal and negotiation presentations. The insights and techniques imparted are of use in "winning" various kinds of contracting situations.





| Title of Course:   | DEALING WITH CONFLICT IN<br>THE WORK PLACE |            | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |
|--|--|------------|-----------------------------------|------------------|
| Total Price of Course:   |  | \$5,685.00 | Minimum Number of Participants:   | 15               |
| Course Number  |  | ACC-036A-1 | Maximum Number of Participants:   | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |  |            |                                   | \$379.00         |

**Description of course:** Dealing With Conflict in the Workplace looks at the cycle that takes place when people have different opinions or ideas and conflict occurs. You'll learn common conflict behaviors that are exhibited and how those behaviors can escalate disagreement. Using the "Management of Differences Inventory" you will identify the style you are most comfortable using and learn some ways to improve your interactions with others. You will be given the opportunity to focus on your areas of strength and weakness and will leave the class with your own plan and strategies for improving your ability to manage conflict.

### At the end of this class you will be able to:

- recognize the benefits of conflict.
- identify the constructive and destructive behaviors that contribute to conflict.
- analyze your own approach to conflict.
- identify nine different conflict resolution styles.
- improve your strategy when dealing with people whose opinions differ from your own.

### **Topics that will be covered:**

- The Nature of Conflict
- Sources of Conflict
- Constructive and Destructive Behaviors
- The Conflict Cycle
- Guiding Principles of Conflict Management
- Management of Differences Inventory
- Understanding Personality Styles and How They Affect Conflict
- Seven-Step Conflict Resolution Discussion Process





| Title of Course:   | COACHING FOR ENHANCED<br>PERFORMANCE |            | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |
|--|--------------------------------------|------------|-----------------------------------|------------------|
| Total Price of Course:   |                                      | \$5,685.00 | Minimum Number of Participants:   | 15               |
| Course Number:   |                                      | ACC-037A-1 | Maximum Number of Participants:   | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |                                      |            |                                   | \$379.00         |

**Description of course:** Coaching is an integral part of success at all levels of management. As a supervisor, you are only as good as your people and the work they produce. Coaching is a highly visible and positive demonstration of your commitment to ongoing personal development and performance improvement. Your coaching can range from less formal, day-to-day feedback, to a very structured and formalized process. Regardless of the formality and approach, successful coaching requires an effective blend of clear expectations, goal setting, monitoring, feedback, and ongoing communication.

#### At the end of this class you will be able to:

- recognize specific coaching "targets" and opportunities.
- develop general coaching strategies based on an employee's skill and motivation levels.
- identify the personal motivators of individual employees.
- provide better day-to-day performance feedback.
- effectively address and discuss performance issues/problems.
- recognize when and how to utilize a more formal coaching process.
- develop employee coaching/development plans.

#### **Topics that will be covered:**

- The Coaching Continuum–From Day-to-Day Feedback to Performance Appraisals
- Coaching Needs and Opportunities of Individual Employees
- Using a More Strategic Approach to Your Formal and Informal Coaching
- Recognizing "Coachable Moments" and Delivering Better "Curbside" Feedback
- Developing & Implementing Practical Coaching Plans
- Facilitating Productive Formal Coaching Sessions





| Title of Course:   | MAKING THE MOST OF<br>GENERATIONAL DIVERSITY |            | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |
|--|--|------------|-----------------------------------|------------------|
| Total Price of Course:   |  | \$5,685.00 | Minimum Number of Participants:   | 15               |
| Course Number:   |  | ACC-038A-1 | Maximum Number of Participants:   | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |  |            |                                   | \$379.00         |

**Description of course:** Regardless of your position in the company, generational savvy has become a necessary skill in today's workplace. This workshop will dispel some of the current myths and misconceptions and identify the real intergenerational trends. It will provide strategies for working with and working for individuals from diverse generational backgrounds.

#### At the end of this class you will be able to:

- distinguish the four workforce generations.
- identify intergenerational similarities and differences.
- use tactics and tips for working effectively across the generations.

#### **Topics that will be covered:**

- Profile of Traditionalists, Baby Boomers, Gen X'ers, and Generation Y
- Impact of Traditionalist/Baby Boomer retirement on Intellectual and Leadership Capacity
- Myths vs. Reality of Intergenerational Differences
- Defining Generational Characteristics
- Work Values, Preferences and Goals of the Generations
- • Coaching, Communicating With and Retaining a Diverse Generational Workforce
- Action Plans for Enhancing Generational Proficiency





| Title of Course:   | MISTAKE FREE WRITING |            | Length of Course: (# of Hrs/Days) | 8 hours 1 day |
|--|----------------------|------------|-----------------------------------|---------------|
| Total Price of Course:   |                      | \$5,685.00 | Minimum Number of Participants:   | 15            |
| Course Number:   |                      | ACC-039A-1 | Maximum Number of Participants:   | 30            |
| Price per each additional participant in excess of the minimum (if applicable) |                      |            |                                   | \$379.00      |

**Description of course:** Typos, misspellings and grammatical errors can make your documents—and you—appear unprofessional and sloppy. In this class you will fine-tune your grammar and punctuation skills and learn how to avoid the most common writing errors. You will also learn how to proofread documents with greater speed and accuracy to catch and correct your own and others' errors.

### At the end of this class you will be able to:

- spot hard-to-see mistakes.
- proofread numbers accurately the first time.
- catch commonly missed grammar glitches.
- fix run-on sentences.
- easily follow punctuation rules.
- back up all your proofreading changes using The Gregg Reference Manual.





| Title of   | POWERFUL POWER POINT PRESENTATIONS |            | Length of Course: (# of Hrs/Days) | 8 hours  |
|--|------------------------------------|------------|-----------------------------------|----------|
| Course:  |                                    |            |                                   | 1 day    |
| Total Price of Course:   |                                    | \$5,685.00 | Minimum Number of Participants:   | 15       |
| Course Number:   |                                    | ACC-040A-1 | Maximum Number of Participants:   | 30       |
| Price per each additional participant in excess of the minimum (if applicable) |                                    |            |                                   | \$379.00 |

**Description of course:** Love it or hate it, PowerPoint is today's leading presentation software and it's here to stay. The problem most people have with PowerPoint® is that too often the slides get in the way of any otherwise good presentation. This dynamic class gives you actionable, research-based ideas on how audiences want to receive and process information using PowerPoint®. Once you understand and apply these principles your presentations will engage and motivate people to take action.

#### At the end of this class you will be able to:

- create visually stimulating slides (without having to be an artist).
- build PowerPoint presentations that contain attention-getting slide variety.
- take full advantage of the Slides-Speech-Souvenir dynamic.
- present boldly with PowerPoint® while staying connected to your audience.
- use little-known "tricks" available on PowerPoint®.
- take text-heavy slides and make them more audience-friendly.
- save time when assembling presentations.
- incorporate time-tested insights from Hollywood and Madison Avenue.

#### **Topics that will be covered:**

- Where Does PowerPoint® Fit Within Your Presentation Strategy?
- Audiences: Turning Learning Styles into Action
- PowerPoint® Tips and Tricks
- Storyboarding Your Presentation
- Using Visual Variety
- How To Stay Connected to Your Audience
- Differentiating Between PowerPoint® Slides and Handouts





| Title of     |  | WITH DIFFICULT | Length of Course: (# of Hrs/Days) | 8 hours |
|--------------|--|----------------|-----------------------------------|---------|
| Course:      | PEOPLE   |                |                                   | 1 day   |
| Total Price  | of Course:   | \$5,685.00     | Minimum Number of Participants:   | 15      |
| Course Nur   | Course Number: ACC-043   |                | Maximum Number of Participants:   | 30      |
| Price per ea | Price per each additional participant in excess of the minimum (if applicable) |                |                                   |         |

**Description of course:** This workshop will help you better cope with co-workers that can put you over the edge. It will allow you to effectively redirect the focus of difficult people and will show you how to use a proven and effective five-step process for coping with others. Wouldn't it be nice to be able to better deal with the attitudes or actions of those that threaten the balance of the workplace environment?

### At the end of this class you will be able to:

- identify difficult behaviors and chart a course of action to defray the negative consequences to you from those behaviors that disrupt the work flow.
- reduce the tension associated with those that disrupt harmony.
- write a script and act on it to manage someone's the difficult behavior.
- hold a conversation with the difficult person and avoid being hooked by their lack of good judgment.
- ask questions that lead to resolution of the difficulty.
- listen attentively and know how to respond to complaints and frustrations.
- establish a working relationship that will increase productivity.

### **Topics that will be covered:**

- What Makes Some People Difficult?
- Eight Models of Difficult People
- Communication Skills Assessment
- Listening and Questioning Behavior Model
- How to Avoid Being Trapped by the Behavior of Others
- What People Are Difficult in Your Opinion?





### ORGANIZATIONAL EFFECTIVENESS:

| Title of Course:   | MAKING I<br>PLANNING             | ANCE MANAGEMENT:<br>T HAPPEN ACROSS<br>G, INVESTMENT AND<br>ION ACTIVITIES | Length of Course (# of Hrs/Days): | 24Hours/<br>3 days |
|--|----------------------------------|--|-----------------------------------|--------------------|
| Total Price  | Total Price of Course: \$ 9,750. |  | Minimum Number of Participants:   | 15                 |
| Course Number ACC-010S-3   |                                  | ACC-010S-3   | Maximum Number of Participants:   | 30                 |
| Price per each additional participant in excess of the minimum (if applicable) |                                  |  |                                   |                    |

Description of course: Doing a better job of defining and measuring performance has been an "eternal" challenge in federal activities. Currently, however there is more than simply hoping to do so soon. Stronger performance management has become a mandate of effectively implementing legislation, policy and sound business practice for any substantial program. Given agencies current performance initiatives and the motivation to develop the "pieces" for effective performance management, this three-day seminar will create synergy as proof positive that performance management can work and work better. To ensure that the maximum benefits accrue to stakeholders, this workshop inspires: 1) increased familiarity and facility, 2) demonstrated benefits through direct connections to current buys & programs, and 3) discovered means of strengthening its future use. The results are to connect with the emerging Best Practices and Lessons Learned in finding stronger ways of serving federal programs.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   | OF STRATE                        | E IMPLEMENTATION<br>EGIC PLANNING:<br>LONG TERM | Length of Course (# of Hrs/Days): | 16 hours/<br>2 days |
|--|----------------------------------|---|-----------------------------------|---------------------|
| Total Price  | Total Price of Course: \$ 8,250. |   | Minimum Number of Participants:   | 15                  |
| Course Number ACC-003S-2   |                                  | ACC-003S-2                                      | Maximum Number of Participants:   | 30                  |
| Price per each additional participant in excess of the minimum (if applicable) |                                  |   |                                   | \$ 550.             |

**Description of course:** For highly trained management or engineering professionals, planning is not one of the primary skills practiced. Why? Because the emphasis is on delivery not management of systems. This comprehensive, two-day workshop will close the knowledge and skill gap in conveying to participants what it takes to define, develop, implement and update strategic and operational plans. The thrust is: successful planning occurs through the appropriate mixture of skill, communication, motivation and action.





| Title of Course:   |            | C VISIONING: A<br>FOR EFFECTIVE | Length of Course (# of Hrs/Days): | 16 hours/<br>2 days |
|--|------------|---------------------------------|-----------------------------------|---------------------|
| Total Price  | of Course: | \$ 8,250.                       | Minimum Number of Participants:   | 15                  |
| Course Number ACC-004S-2   |            | ACC-004S-2                      | Maximum Number of Participants:   | 30                  |
| Price per each additional participant in excess of the minimum (if applicable) |            |                                 |                                   | \$ 550.             |

**Description of course:** Visioning is usually considered an activity done by leaders—only! But, this comprehensive, two-day seminar will close the knowledge and skill gap in conveying to participants what it takes to define, develop, implement and update a vision. The thrust is: successful visioning occurs through the appropriate mixture of skill, communication, motivation and action. If successful, such visioning becomes a constant motivator toward gaining the desired success from organizational evolution.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   | BEING AN   | EFFECTIVE LEADER | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |
|--|------------|------------------|-----------------------------------|------------------|
| Total Price  | of Course: | \$5,685.00       | Minimum Number of Participants:   | 15               |
| Course Number: AC  |            | ACC-050A-1       | Maximum Number of Participants:   | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |            |                  |                                   |                  |

**Description of course:** Being An Effective Leader is a highly interactive training program that will provide you with the opportunity to gain first-hand experience in becoming a motivating leader. You will learn how others perceive your leadership communication style and the opportunities and challenges it presents. A major outcome involves learning a model of "Best Practices" for effective leadership behavior.

#### At the end of this class you will be able to:

- use the most effective leadership communication style to gain employee commitment and results.
- determine whether a team is being effectively led.
- make an informed decision about the appropriate "best practice" to use to improve employee effectiveness.
- stimulate growth by empowering others.

### **Topics that will be covered:**

- The Importance and Impact of Leadership Styles
- Discovering Your Leadership Style
- The Strengths and Weaknesses of Each Style
- Characteristics of Effectively Led Teams
- Turning Managers Into Leaders
- Understanding Your Leadership Communication Style
- Best Practices for Effective Leadership and Communication





| Title of            |  | RGANIZATIONAL | Length of Course: (# of Hrs/Days) | 8 hours |
|---------------------|--|---------------|-----------------------------------|---------|
| Course:             | CHANGE   |               |                                   | 1 day   |
| Total Price         | of Course:   | \$5,685.00    | Minimum Number of Participants:   | 15      |
| Course Number: ACC- |  | ACC-051A-1    | Maximum Number of Participants:   | 30      |
| Price per ea        | Price per each additional participant in excess of the minimum (if applicable) |               |                                   |         |

**Description of course:** Change is inevitable, especially in today's economic climate. But often, change has a negative impact on an organization's effectiveness - even positive change. As a leader you are responsible for helping your team deal with change effectively while maintaining productivity and engagement. This class will help you identify how you can help yourself and your team adapt positively to change.

### At the end of this class you will be able to:

- identify how, why and when individuals change.
- apply the stages of change to your company/department.
- use strategies and tactics to effectively implement change initiatives.

#### **Topics that will be covered:**

- The Individual Change Process
- Employee Coping Mechanisms
- Stages of Effective Organizational Change
- Managing the Technical and Human Sides of Change
- Communication Tactics
- Creating Employee Engagement and Internalization





| Title of Course:   | YOUR ROL | E AS A SUPERVISOR | Length of Course: (# of Hrs/Days) | 8 hours |
|--|----------|-------------------|-----------------------------------|---------|
| Course.  |          |                   |                                   | 1 day   |
| Total Price of Course:   |          | \$5,685.00        | Minimum Number of Participants:   | 15      |
| Course Number:   |          | ACC-052A-1        | Maximum Number of Participants:   | 30      |
| Price per each additional participant in excess of the minimum (if applicable) |          |                   |                                   |         |

**Description of course:** New managers and supervisors are often not prepared for the challenges that come with being responsible for managing others. Succeeding in a supervisory role requires more than operational expertise—it takes understanding the expectations others have of you, learning to balance operational and personnel demands, establishing your personal credibility and authority, and creating a productive environment. **At the end of this class you will be able to:** 

- identify what management and your employees expect from you as a supervisor.
- recognize specific practices that positively and negatively impact a supervisor's success and effectiveness.
- explain the characteristics, strengths and vulnerabilities of four basic leadership styles.
- appropriately adjust your leadership style for different employees and situations.
- increase the frequency and ways in which you recognize and reward positive performance.
- assess the strengths/weaknesses of your current work group environment and identify opportunities to improve or enhance this environment.

#### **Topics that will be covered:**

- Making the Transition-Supervising, Managing and Leading Others
- Starting Out on the Right Foot–Identifying Expectations
- How Do Your People View You?
- Four Basic Leadership Styles
- Common Employee Types and How to Supervise Them
- Creative Ways to Recognize and Reward Positive Performance
- Building a Strong "Infrastructure"-the Components of a Productive, Positive Work Environment





| Title of Course:   | THE TAKE   | CHARGE ASSISTANT | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |
|--|------------|------------------|-----------------------------------|------------------|
| Total Price  | of Course: | \$5,685.00       | Minimum Number of Participants:   | 15               |
| Course Nu  | nber:      | ACC-052A-1       | Maximum Number of Participants:   | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |            |                  |                                   |                  |

**Description of course:** In today's business climate, being the go-to person for your manager has taken on a new and expanded role. You have more tasks to complete and less time to finish them. Learn to work smarter and more efficiently, assertively maximize your talents, manage interruptions, and much more.

#### At the end of this class you will be able to:

- organize your office space to increase your efficiency.
- schedule your tasks and workload to maximize your productivity.
- communicate effectively and professionally with management.
- reduce your stress when work is heavy.
- maintain a balance between your work and personal life.

#### **Topics that will be covered:**

- Managing Your Phone and Your Callers
- Efficient Office Organization
- Planning and Managing Your Day
- Recovering From Work Overload and Working With Multiple Managers
- Sharpening Your Communication Skills by Understanding Others' Communication Styles
- Resolving Conflict Calmly and Assertively
- Maintaining Balance Between Work and Home
- Your Lopsided Wheel





| Title of   |            | AND INCLUSION | Length of Course: (# of Hrs/Days) | 8 hours  |
|--|------------|---------------|-----------------------------------|----------|
| Course:  | AWARENES   | SS            |                                   | 1 day    |
| Total Price  | of Course: | \$5,685.00    | Minimum Number of Participants:   | 15       |
| Course Number:   |            | ACC-056A-1    | Maximum Number of Participants:   | 30       |
| Price per each additional participant in excess of the minimum (if applicable) |            |               |                                   | \$379.00 |

**Description of course:** Managing diversity at the workplace presents many dilemmas. Confronted with constant change, managers and leaders continue to meet the challenges of a new and diverse workforce in a number of ways. One fact remains, the employees that make up an organization are its most valuable asset. Effective management of their individual differences is key to maximizing the return on the human capital investment. Every employee of the organization must model the behavior that demonstrates valuing and appreciating the differences each contributes to the success of the organization.

### At the end of this class you will be able to:

- identify and challenge behaviors that results from not proactively countering negative attitudes, stereotypes and beliefs.
- understand and appreciate the dimensions of diversity and the link this has to inclusion and ROI in human capital.
- demonstrate the behavior that links your embracing of diversity and your performance when dealing with "differentness."
- articulate outcomes resulting from practicing self analysis with regard to diversity sensitivity.
- create a practical plan to improve your valuing and appreciation of 'differentness.'

#### **Topics that will be covered:**

- Diversity Defined
- Steps to improve Diversity Competence
- Beliefs, Attitudes and Stereotypes-We all have them
- The Business Case for Diversity
- Individual action plan- Build your personal plan to improve your diversity awareness and behavior change you feel comfortable with





| Title of   | TRAIN THE | TRAINER    | Length of Course: (# of Hrs/Days) | 8 hours |
|--|-----------|------------|-----------------------------------|---------|
| Course:  |           |            |                                   | 1 day   |
| Total Price of Course:   |           | \$5,685.00 | Minimum Number of Participants:   | 15      |
| Course Number: A   |           | ACC-057A-1 | Maximum Number of Participants:   | 30      |
| Price per each additional participant in excess of the minimum (if applicable) |           |            |                                   |         |

**Description of course:** Well-organized and effectively-presented training is essential to the success of every organization. The critical element in transferring knowledge is the trainer, and the trainer's preparation and performance will make or break the training session. In this program you will learn how to engage your audience in ways that will best transfer the learning in an organized, effective, and timely manner.

### At the end of this class you will be able to:

- set appropriate learning objectives.
- organize and produce your training program.
- develop an effective mix of method and media to reach your training objectives.
- present class content in an informative and engaging manner.
- create synergy in the classroom and deal with distracting behaviors.

### **Topics that will be covered:**

- Setting Learning Objectives
- Adult Learning Principles
- Training or Facilitating?
- Matching Instructional Methods to the Situation
- Building Participation
- Developing "Platform" Skills
- Organizing and Producing Your Presentation
- Managing Challenging Participant Behaviors





### PROJECT MANAGEMENT:

| Title of Course:   | PROJECT N<br>FUNDAMEN | MANAGEMENT<br>NTALS | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |
|--|-----------------------|---------------------|-----------------------------------|------------------|
| Total Price of Course:   |                       | \$5,685.00          | Minimum Number of Participants:   | 15               |
| Course Number:   |                       | ACC-058A-1          | Maximum Number of Participants:   | 30               |
| Price per each additional participant in excess of the minimum (if applicable) |                       |                     |                                   |                  |

**Description of course:** Project management is the practice of applying general management skills and supporting disciplines to organize and deploy resources in a way that effectively accomplishes project objectives. The techniques presented in this class will provide project managers and practitioners with a step-by-step approach to developing a detailed project plan culminating in baseline timeline and funding requirements.

### At the end of this class you will be able to:

- create project objectives, identify project deliverables and develop a project scope plan.
- set up and document project management plans.
- organize and define the total scope of the project in a deliverable-oriented work breakdown structure.
- define and sequence project activities, estimate project duration and create project timelines.
- aggregate schedule activity costs, develop project schedule and cost baselines.

#### **Topics that will be covered:**

- Project Management Overview
- Project Life Cycle
- Project Processes
- Project Charter
- Scope Planning and Project Scope Statement
- Project Master Plan
- Work Breakdown Structure
- Project Time Management
- Project Cost Management





| Title of   |                      | MANAGEMENT TOOLS | Length of Course (# of Hrs/Days): | 16 hours/ |
|--|----------------------|------------------|-----------------------------------|-----------|
| Course:  | FOR PROGRAM MANAGERS |                  |                                   | 2 days    |
| Total Price of Course:   |                      | \$ 9,750.        | Minimum Number of Participants:   | 15        |
| Course Number ACC-009S-3   |                      | ACC-009S-3       | Maximum Number of Participants:   | 30        |
| Price per each additional participant in excess of the minimum (if applicable) |                      |                  |                                   |           |

Description of course: Project management is fast evolving into a primary area of managerial competency. The reasons are: i) more emphasis on effective planning, ii) greater need for systematic approach to identify and solve problems, iii) influence of past failures to indicate project management techniques for stronger future successes and iv) program manager functions are acquiring more project management skills. This two-day seminar will introduce participants to the lifecycle of project management in strengthening their understanding of the ideas and applications herein orie specific program management concerns.

NOTE: Pricing herein assumes maximum participant attendance.

| Title of Course:   | PROJECT MANAGEMENT TRAINING for EMERGING LEADERS |            | Length of Course (# of Hrs/Days): | 24Hours/<br>3 days |  |
|--|--|------------|-----------------------------------|--------------------|--|
| Total Price of Course:   |  | \$ 11,250. | Minimum Number of Participants:   | 15                 |  |
| Course Number  |  | ACC-018S-3 | Maximum Number of Participants:   | 30                 |  |
| Price per each additional participant in excess of the minimum (if applicable) |  |            |                                   |                    |  |

**Description of course**: Project leadership is fast evolving into a primary area of managerial competency. The reasons are: i) the greater frequency of using project teams to accomplish organizational tasks, ii) more emphasis on effective planning, iii) greater need for systematic approach to identify and solve problems, iv) influence of past failures to indicate project management techniques for stronger future successes and v) program manager functions are acquiring more project management skills. Enhancing the "text" portion of the training will be a computer-based simulation of a "cradle to grave" project situation that is designed to enhance the learner's project leadership decision-making. Together, the lecture and simulation portions of this three-day seminar will strengthen the participants' leadership potential to better use the ideas and applications shown here.





| Title of Course:   | ADVANCED PROJECT<br>MANAGEMENT |             | Length of Course: (# of Hrs/Days) | 2 days |  |
|--|--------------------------------|-------------|-----------------------------------|--------|--|
| Total Price of Course:   |                                | \$10,830.00 | Minimum Number of Participants:   | 12     |  |
| Course Number:   |                                | ACC-062A-2  | Maximum Number of Participants:   | 30     |  |
| Price per each additional participant in excess of the minimum (if applicable) |                                |             |                                   |        |  |

**Description of course:** The techniques presented in this class will provide project managers and practitioners with a step-by-step approach to developing a detailed project plan, directing and managing project execution, monitoring and controlling project work and closing out projects when completed.

#### At the end of this class you will be able to:

- create project objectives, identify project deliverables and develop a project scope plan.
- organize the project in a deliverable-oriented work breakdown structure.
- sequence project activities and create timelines.
- implement a methodology and set of operating procedures to guide people to work on the right tasks at the right time.
- manage technical and administrative interfaces between the project team, suppliers, management and customers.
- assess performance to plan and maintain control of schedules, resources and costs.
- manage project risk and perform quality control.

#### **Topics that will be covered:**

- Project Management Overview
- Project Life Cycle
- Project Processes
- Scope Planning and Project Scope Statement
- Project Master Plan
- Work Breakdown Structure
- Project Time and Cost Management
- Direct and Manage Project Execution
- Monitor and Control Project Work





| Title of Course:   | PROCESS FLOW MAPPING |            | Length of Course: (# of Hrs/Days) | 8 hours<br>1 day |  |
|--|----------------------|------------|-----------------------------------|------------------|--|
| Total Price of Course:   |                      | \$5,685.00 | Minimum Number of Participants:   | 15               |  |
| Course Number:   |                      | ACC-063A-1 | Maximum Number of Participants:   | 30               |  |
| Price per each additional participant in excess of the minimum (if applicable) |                      |            |                                   |                  |  |

**Description of course:** Process Mapping is a technique for making work visible and is the basis for systematically improving any type of business process. The techniques presented in this class will equip you with a basic, step-by-step methodology for documenting the flow of activities and analyzing processes to improve productivity and quality, reduce cycle times and lower costs.

### At the end of this class you will be able to:

- construct a process flow chart that depicts process activities and their interrelationships.
- break down a complex process into parent and child sub-processes.
- analyze process flow for waste and inefficiencies and determine which steps add value to the process.
- use the analysis to improve the process.
- verify and validate the improved process.

### **Topics that will be covered:**

- Process Flow Mapping Basics
- Current State or "As-Is" Process Flow Charting
- Process Improvement–Future State or "To-Be" Process Flow Charting
- Process Verification and Validation





#### SIN C874-6 / 874-6RC: ACQUISITION MANAGEMENT SUPPORT

### Labor Category: Subject Matter Expert – I

- Education: MBA / MS degree with specialization in related field. Six (6) years of experience may be substituted for degree requirements.
- **General Experience:** 15 to 20 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 12 to 15 years of specialized experience in areas such as Competitive Sourcing / A-76.
- **Duties:** Serves as a senior advisor/analyst to client's management personnel in a variety of capacities. Provides advice and expertise in competitive sourcing, outsourcing methods, strategic planning, process improvement, change management and consolidation of functions. Leads and participates in government and industry forums and briefings. Develops analytical approaches to include the selection of techniques to analyze data and prepare findings. Performs quality review on all work to ensure compliance and professional standards. Serves as task lead and primary customer point of contact on task orders/contracts.

#### Labor Category: Subject Matter Expert – II

- **Education:** MA / MS degree with specialization in related field. Six (6) years of experience may be substituted for degree requirements.
- **General Experience:** 12 to 15 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 10 to 12 years of specialized experience in areas such as Competitive Sourcing / A-76.
- **Duties:** Serves as an advisor/analyst to client's management personnel in a variety of capacities. Provides advice and expertise in competitive sourcing, outsourcing methods, strategic planning, process improvement, change management and consolidation of functions. Leads and participates in government and industry forums and briefings. Develops analytical approaches to include the selection of techniques to analyze data and prepare findings. Performs quality review on all work to ensure compliance and professional standards. Serves as task lead and primary customer point of contact on task orders/contracts.

#### Labor Category: Analyst – I

- **Education:** MA / MS degree in business or related field. Six (6) years of experience may be substituted for degree requirements.
- **General Experience:** 10 to 12 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 8 to 10 years of specialized experience in areas such as Competitive Sourcing / A-76.





Duties: Participates as a team member by performing consulting services. Researches and
analyzes data via the latest analytical techniques for use in management, organizational, and
privatization studies. Drafts papers, reports, and briefings that present findings, conclusions,
and recommendations to client. Prepares milestones status reports and presentations for end
user.

### Labor Category: Analyst – II

- **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.
- General Experience: 6 to 8 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 4 to 6 years of specialized experience in areas such as Competitive Sourcing / A-76.
- **Duties:** Participates as a team member by performing consulting services. Researches and analyzes data via the latest analytical techniques for use in management, organizational, and privatization studies. Drafts papers, reports, and briefings that present findings, conclusions, and recommendations to client. Prepares milestones status reports and presentations for end user.

### Labor Category: Procurement Specialist – I

- **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.
- General Experience: 8 to 10 years of experience supporting and developing large, major, or complex government procurements. In depth knowledge of the FAR, agency specific regulations and hands on experience with acquisition streamlining initiatives and reforms. Working knowledge of various acquisitions approaches to include full and open competition, fixed price and cost type contracts, GWACS and blanket purchase agreements, and is able to formulate the appropriate documentation for the various approaches. Supervisory experience to include demonstrated excellent organization and communication skills.
- Specialized Knowledge: At least 6 to 8 years of specialized experience handling complex procurements in a variety of industries from procurement planning through contract execution. Demonstrated expertise in all life cycle phases of contracting, including the preaward phase of contracting (acquisition planning, solicitation, source selection and award), and post award contract administration, as well as contract problem identification, analysis and resolution.
- **Duties:** Performs strategic planning on acquisition approaches, for complex and first time procurements. Participates in the structuring of RFPs for complex procurements and develops RFP and contract documentation. For major procurements, develops contract line item structures, reduces technical requirements into logical frameworks and unambiguous specifications and statements of work, leads development of evaluation criteria and evaluation schemes, and crafts project unique contract clauses. Develops the requisite planning and justification documentation for approval of major procurements, and supports and defends the procurement to approval authorities.





#### SIN C874-7 / 874-7RC: INTEGRATED BUSINESS PROGRAM SUPPORT SERVICES

### Labor Category: Project Manager – I

- **Education:** MBA / MS degree with specialization in related field. Six (6) years of experience may be substituted for degree requirements.
- **General Experience:** 15 to 20 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 10 to 12 years of specialized experience in advanced project management and analysis.
- Duties: Plans, organizes, and controls the overall activities of the MOBIS program or contract. Responsible for program management, contract management, configuration management, technical work, quality of work, scheduling, and costs associated with all task orders issued under the contract. Primary client interface on strategic issues and to minimize costs and maximize efficiency in achieving contract requirements. Ensures that all MOBIS activities conform to the terms and conditions of the contract and task ordering procedures and requirements, including cost, schedule and quality parameters. Provides guidance, direction and ultimate management for all MOBIS projects, and reviews all services and products for conformance to client requirements.

### Labor Category: Project Manager – II

- **Education:** MA / MS degree with specialization in related field. Six (6) years of experience may be substituted for degree requirements.
- **General Experience:** 12 to 15 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 10 to 12 years of specialized experience in advanced project management and analysis.
- Duties: Plans, organizes, and controls the overall activities of the MOBIS program or
  contract. Responsible for program management, contract management, configuration
  management, technical work, quality of work, scheduling, and costs associated with all task
  orders issued under the contract. Primary client interface on strategic issues and to minimize
  costs and maximize efficiency in achieving contract requirements. Ensures that all MOBIS
  activities conform to the terms and conditions of the contract and task ordering procedures
  and requirements, including cost, schedule and quality parameters. Provides guidance,
  direction and ultimate management for all MOBIS projects, and reviews all services and
  products for conformance to client requirements.

#### Labor Category: Project Manager – III

- **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.
- **General Experience:** 10 to 12 years of experience performing business and management analysis.





- **Specialized Knowledge:** At least 8 to 10 years of specialized experience in areas such as project management and analysis.
- Duties: Responsible for program management, contract management, configuration
  management, technical work, quality of work, scheduling, and costs associated with all task
  orders issued under the contract. Ensures that all MOBIS activities conform to the terms and
  conditions of the contract and task ordering procedures and requirements, including cost,
  schedule and quality parameters. Prepares milestones status reports and deliveries and
  presentations of the finished MOBIS service product.

### Labor Category: Project Analyst – I

- **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.
- **General Experience:** 12 to 15 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 10 to 12 years of specialized experience in areas such as project analysis.
- **Duties:** Develops procedures and protocols for conducting analyses. Demonstrates a through knowledge of analysis principles, theories and techniques to solve specific problems and formulate solutions. Evaluates complex data and prepares reports of results. The analyst assigned will have experience in the development and implementation of criteria for the collection, compilation and recording of data that allows verification and replication of outcomes through experimentation.

#### Labor Category: Project Analyst – II

- **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.
- **General Experience:** 10 to 12 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 8 to 10 years of specialized experience in areas such as project analysis.
- **Duties:** Develops procedures and protocols for conducting analyses. Demonstrates a through knowledge of analysis principles, theories and techniques to solve specific problems and formulate solutions. Evaluates complex data and prepares reports of results. The analyst assigned will have experience in the development and implementation of criteria for the collection, compilation and recording of data that allows verification and replication of outcomes through experimentation.

### Labor Category: Project Analyst – III

• **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.





- General Experience: 8 to 10 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 2 to 5 years of specialized experience in areas such as project analysis.
- **Duties:** Independent contributor to client assignments. Demonstrates a through knowledge of analysis principles, theories and techniques to solve specific problems and formulate solutions. Evaluates complex data and prepares reports of results. The analyst assigned will have experience in the development and implementation of criteria for the collection, compilation and recording of data that allows verification and replication of outcomes through experimentation.

### **Labor Category: Computer Analyst – I**

- **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.
- **General Experience:** 8 to 10 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 6 to 8 years of specialized experience in Information Technology.
- **Duties:** Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, installation, integration and testing. Experience in performing requirements analysis for a wide range of users in areas of office automation and business processes. Must be capable of performing configuration management, integrating software, and interpreting software test results. Must be knowledgeable in life-cycle support, including maintenance, administration and management.

#### Labor Category: Computer Analyst – II

- **Education:** BA / BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.
- General Experience: 6 to 8 years of experience performing business and management analysis.
- **Specialized Knowledge:** At least 4 to 6 years of specialized experience in Information Technology.
- Duties: Must be knowledgeable in implementing computer systems in a phased approach of
  requirements analysis and conceptual design, site survey, system design review, installation,
  integration and testing. Experience in performing requirements analysis for a wide range of
  users in areas of office automation and business processes. Must be capable of performing
  configuration management, integrating software, and interpreting software test results. Must
  be knowledgeable in life-cycle support, including maintenance, administration and
  management.





#### **SIN C520-11 / 520-11RC: ACCOUNTING**

### Labor Category: Accountant / Analyst – I

**Responsibility/Function:** Serves as a member of group of analysts who are working in concert to systematically integrate business, cost accounting, and financial reporting with management processes to ensure the efficient stewardship of public funds. In the performance of task work, applies an understanding of accounting practices and principles conducts data gathering, analysis, and reconciliation. Provides support to process improvement analysis assessments. Cognizant of interrelationships between financial management requirements and automated solutions, considering the current system environment and the potential integration of added systems concurrently or later. Familiarity with activity based costing, business case analysis and outsourcing requirements. **Experience:** 2-4 years.

**Education:** BA or BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.

### Labor Category: Accountant / Analyst – II

Responsibility/Function: Serves as a team member, helping to ensure that a group of analysts are working in concert to systematically integrate business, cost accounting, and financial reporting with management processes to ensure the efficient stewardship of public funds. Provides guidance on the accurate recording of complex accounting events, apply—appropriate cost accounting techniques, and possess an understanding of the principles of financial statement compilation. Possesses the ability to assess operational weaknesses, perform process improvement analysis, and craft corrective solutions. Ability to assess products and or procedures for compliance with government standards, accounting principles, internal controls, and multi-tiered system application standards. Understands the interrelationships between core accounting requirements and automated solutions, considering the current system environment and the potential integration of added systems. Is familiar with activity based costing, business case analysis and outsourcing requirements.

**Experience:** 4-6 years.

**Education:** BA or BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.

### **SIN C520-12: BUDGETING**

### Labor Category: Budget / Analyst – I

**Responsibility/Function:** Performs budget duties associated with tracking obligations, costs, and revenues of various funds, revolving funds, and multi-year appropriations. Tracks customer advances, agreements, billings, purchase requests and orders through a variety of automated systems. Assists with projects and program managers, accountants and various analysts on a day-to-day basis.

**Experience:** 2-4 years.

**Education:** BA or BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.





### **Labor Category: Budget / Analyst – II**

**Responsibility/Function:** Performs full range of budget duties associated with tracking obligations, costs, and revenues of various funds, revolving funds, and multi-year appropriations. Tracks customer advances, agreements, billings, purchase requests and orders through a variety of automated systems. Develops budgets at the program level, office level and agency level. Works with project and program managers, accountants and various analysts on a day-to-day basis.

**Experience:** 4-6 years.

**Education:** BA or BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.

#### SIN C520-13 / 520-11RC: COMPLEMENTARY FINANCIAL MANAGEMENT SERVICES

#### Labor Category: Financial Management Analyst - I

**Responsibility/Function:** Assists with development of financial policy, procedure manuals, and flowcharts of processes. Performs duties associated with OMB A-123 Appendix A. Develops operational work flows between budget offices and accounting offices, performs transaction analyses, and recommends accounting adjusting entries. Works with staff providing supporting information and records. Works closely with budget analysts and accountants on a daily basis.

**Experience:** 2-4 years.

**Education:** BA or BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.

#### Labor Category: Financial Management Analyst - II

**Responsibility/Function:** Develops financial policy, procedure manuals, and flowcharts of processes. Performs duties associated with OMB A-123 Appendix A. Works with staff providing supporting information and records. Develops operational work flows between budget offices and accounting offices, performs transaction analyses, recommends accounting adjusting entries and assesses requirements for new reports. Develops financial reports and analyses such as future earnings or expenses that summarize and forecast the organization's financial position. Works closely with budget officers and accounting managers on a daily basis.

**Experience:** 4-6 years.

**Education:** BA or BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.

#### **Labor Category: Subject Matter Expert – I**

Responsibility/Function: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex to complex financial systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications in integrated financial management systems. Specifically: information systems architecture, networking, telecommunications, automation, communications protocols, risk management/electronic analysis, software, life-cycle management, software development methodologies, modeling and simulation, and capable of providing complex statistical modeling and analysis.





Experience: 8-10 years.

**Education:** MA or MS degree in business or related field. Six (6) years of experience may be substituted for degree requirements.

### Labor Category: Program Manager – I

**Responsibility/Function:** Performs day-to-day management of overall contract support operations, possibly involving multiple projects and groups of personnel at multiple locations. Organizes, directs and coordinates the planning and production of all contract support activities. Demonstrates written and oral communication skills. Has authority and responsibility to identify and commit resources required to support effort. Establishes and alters (as necessary) corporate management structure to direct effective contract support activities. Crafts and enforces quality control programs.

**Experience:** 6-8 years.

**Education:** BA or BS degree in business or related field. Four (4) years of experience may be substituted for degree requirements.